

Confidential Instructions for the Chairperson of the Community Service League

After five years of hard work the league is beginning to achieve the prominence in the neighborhood that you envisioned at its inception. You are a retired doctor who has always been active in town politics. The league now has one hundred active members as well as a list of 250 who have supported the league in some way. The league's goals of solving problems through volunteerism and community involvement have been successfully achieved through a number of projects, including park cleanups, a recycling program, and a child-care center. The city has donated a former school building to the league for its projects. Its top priority is to use the school building to offer services to the homeless.

The league is anxious to convert part of the school building into a twenty-bed homeless shelter. The goal of the league's shelter would be to provide its residents with a nurturing, supportive environment that would enable them to build self-esteem and eventually become self-sufficient. The league requires \$300,000 to convert the building and will have to cover operating costs of \$200,000 per year. You know through a personal contact in the governor's office that the governor has approved an additional yearly \$250,000 fund for distribution by the Homeless Task Force. You feel that more personal care in a smaller, better managed shelter will enable the homeless to get back on their feet.

You feel that the league and the Ledbetter Foundation have common goals and that the foundation should be supportive of your initiative. The foundation partially funds the league's child-care program.

Your limited contact with the Homeless Union has been positive. The league's child-care project includes the children of homeless and formerly homeless mothers. However, you are concerned that the union is more interested in political grandstanding than with achieving real results for its members. You are uncomfortable with the union's use of confrontation techniques to achieve its results. You are also worried that union members are often substance abusers.

The league was formed partly out of disappointment with the Homeowners Association. You were raised in Niceville and had a private practice here before retiring five years ago. Though your relations with the chair of the Homeowners Association have always been cordial, you feel that the group has stood in the way of community development. The association's selfishness does not reflect the generous nature of the community of Niceville.

This case was written by Edward Scher under the supervision of Professor Lawrence Susskind (M.I.T.). Copies are available at reasonable cost from the Clearinghouse for the Program on Negotiation at Harvard Law School (website: www.pon.org; telephone: 800-258-4406 or 617-495-1684). This case may not be reproduced, revised or translated in whole or in part by any means without the written permission of the Director of Curriculum Development, Program on Negotiation, 513 Pound Hall, Harvard Law School, Cambridge MA 02138. Please help to preserve the usefulness of this case by keeping it confidential. Copyright © 1996, 2002 by the Consensus Building Institute and the Council on Foundations. All rights reserved. Distributed with permission. (Revised 2/15/02.)